



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received **2008 JUL -3 AM 9:51** Repository

Reference No.
10230489

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PALMYRA State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of [REDACTED] address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date **6/16/08**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GKDT13S032 [REDACTED]
Make GMC Model ENVÖY Model Year 2003
Date Purchased **8-28-2003** Dealer's Name and Telephone Number **Faulkner GMC 717-238-7324** Engine: **4.2 liter** Fuel Type: **Unleaded Regular**
Original Owner Dealer's City **Harrisburg, PA** State **PA** Zip Code **17111** No: Cylinders **V-6**
Transmission Type **4.2 SPD AUTO ELECTRONIC** Antilock Brakes Powertrain **4.2 liter V6 Engine** Vehicle Component Code 162620 STRUCTURE: BODY: HATCHBACK/LIFTGATE: SUPPORT DEVICE
 Cruise Control **HWD** Multiple Failure: **(STRUTS (2))**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-JUN-2008 Failure Mileage 48000 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2003 GMC ENVÖY. WHEN THE CONTACT OPENED THE REAR LIFTGATE, IT SLAMMED DOWN WITHOUT WARNING. THERE WERE NO WARNING LIGHTS ILLUMINATED ON THE INSTRUMENT PANEL TO WARN THE CONTACT THAT SERVICE WAS NEEDED. HE SCHEDULED AN APPOINTMENT WITH THE DEALER TO HAVE THE VEHICLE DIAGNOSED. THE FAILURE AND CURRENT MILEAGES WERE 48,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

*Life gate opened as usual and some items were placed inside. I stepped
from beneath the gate to remove my fishing vest. Without any
warning the life gate slammed down.*

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

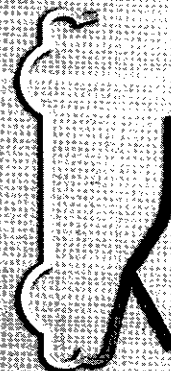
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**Think your vehicle
has a safety defect?**



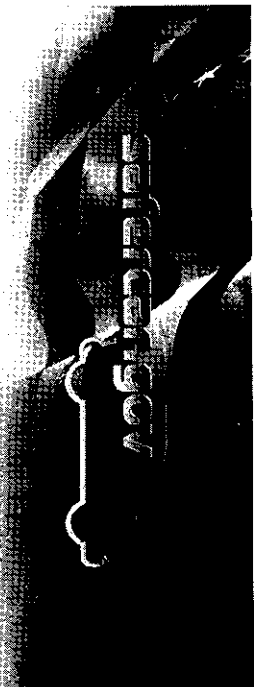
**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



TO JUN 2006 PM 31

EBERSOLE INC
 1900 CUMBERLAND STREET
 LEBANON, PA 17042
 717-273-7611
 WWW.EBERSOLEAUTO.COM

57934SHO

PALMYRA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1GKDT13S63		48492	06/12/08	57934	
YEAR	MAKE	MODEL		COLOR	TAG NO.		
03	GMC	ENVOY		GREEN			
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
					00/00/00	514 6265	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	00/00/00		48492	06/12/08	00/00/00		

YOUR "COMPLETE SATISFACTION" IS OUR GOAL
 HOW YOU FEEL ABOUT THE SERVICE YOU RECEIVE FROM US IS
 VERY IMPORTANT TO US! WHEN YOU RECEIVE SURVEYS FROM THE

MANUFACTURER, PLEASE COMPLETE & RETURN THEM. IF YOU ARE
 DISSATISFIED IN ANYWAY, PLEASE CALL LES DAVIES
 ## INDICATES NON-OEM PARTS NOT COVERED BY OEM WARRANTY.

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES LIFTGATE STRUTS ARE INOP TECH FOUND LIFTGATE STRUTS LEAKING REPLACED BOTH LIFGATE STRUTS					
			A24 6524		C	33.50
			15120902 STRUT L/G	1	C	42.69
			15120903 STRUT L/G	1	C	42.69
Line Total.....						118.88

Labor 33.50
 Parts 85.38
 SalesTax 7.13
 TOTAL-CASH 126.01

12-9

Handwritten signature/initials

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)